



**PARTS  
NOW!**  
KEEPING BUSINESS PRINTING

**SERVICE  
TODAY**

[www.partsnow.com](http://www.partsnow.com)

A PARTS NOW! PUBLICATION

# HP & Lexmark: New Products and Trends



## Also in this issue:

- Parts Now! Announces new CIO
- How to Identify the *Real* OEM Product
- Printer Spotlight: HP 4014/4015/4515 Series

# road show

## SERIES IV: THE SUSTAINABLE BUSINESS MODEL

Everyone is talking about managed print services. It has fast become the industry standard rather than the industry trend once projected. But what does it really mean? Is MPS simply finding a software package to manage devices? What else is involved? How do you fully integrate the program into your business? Beyond managed print services, how will you grow and sustain your business over the next 5, 10, 15 years?

PrintFleet Road Show Series IV: The Sustainable Business Model brings together a collection of the best in class technology, products, services, strategies and industry data metrics to advance your dealership's competitive power and long term profitability through an MPS program.

### Event Locations

Dallas, TX: January 21-22, 2009  
The Westin Park Central Dallas

Miami, FL: February 18-19, 2009  
Miami Beach Resort and Spa

Irvine, CA: May 6-7, 2009  
Irvine Marriott

Chicago, IL: May 27-28, 2009  
Swissotel Chicago

Early Bird Registration (up to two weeks before any event date): \$299 USD per person

General Registration: \$349 USD per person

For more information, contact :  
Matt McLeish  
608.203.1493  
mmcleish@partsnow.com



## COMPANY NEWS

# Parts Now! Announces New CIO

Parts Now! has invested in a key position to further improve company capabilities today and for the future. The company announced a new Chief Information Officer (CIO) position responsible for upgrading and integrating technology across its entire business. Patrick McGinn has joined Parts Now! as its first CIO.

"We're committed to leading the industry with the best customer service and unique solutions that optimize

our customer's business," said Parts Now! Chief Executive Officer Bruce Hagan. "Patrick's IT and supply chain management experience strengthens our ability to deliver."

In his new role, Patrick will manage the technical infrastructure for Parts Now!, reporting directly to Hagan. McGinn will leverage technology across all sales and supply chain management solutions by collaborating with customers and suppliers.

McGinn served as Director, then Vice President of Information Systems at DDN/Pharmaceutical Logistics from 2001 to 2008. He held IT positions of increasing responsibility at Johnson Controls from 1987 to 2001. McGinn earned his MBA with Honors from Marquette University and his B.B.A from the University of Wisconsin-Milwaukee.



Booth 233 March 18-19  
Las Vegas, Nevada

**Attend the  
Parts Now!  
Power Hour!**

**Wednesday, March 18 11:00 am "Adding Printer Services as a Revenue Stream"**

*By Steve Geishirt, Director of Training*

Today's dealers are looking for other revenue streams. Many are turning to servicing HP and Lexmark printers & MFPs as the next step. Learn to sell printer service to your current customers and beyond, how to educate your service techs on HP and Lexmark printers, and how to access essential service manuals.



**PARTS  
NOW!**  
KEEPING BUSINESS PRINTING

# Would the *Real* OEM Please Stand Up?

By Jeremy Mueller

OEM stands for Original Equipment Manufacturer. When you buy a genuine OEM part through an authorized distributor, the product you get is made by the Original Manufacturer of the printer. If the distributor is not authorized by the OEM, you cannot be sure. How can you tell the difference?

In many cases, that's not easy to do. Here are some ways "OEM" gets confusing out in the marketplace:

## 1) OEM product that doesn't meet OEM specs:

Let's say Factory A makes true OEM product. But let's say they have components that did not meet the OEM's strict testing guidelines. If they sell these non-specification parts to another party, can that party sell them as OEM product? The answer is no.

## 2) The OEM manufacturer changes the composition slightly:

If the same manufacturer changes the composition of

the materials slightly so they can sell the parts to non-OEM authorized suppliers, can those be sold as OEM? The answer is no — although they are from the same place the OEM parts come from, they are not OEM.

While there is no DNA test to identify a real OEM part, there are a few rules of thumb to help ensure you are buying a genuine OEM part:

### 1) "Authorized Reseller"

The easiest way to determine whether a product is true "OEM" is to find out if the company is an OEM Authorized Reseller. If so, they are more than likely selling the genuine part. The reason is that in order to remain "authorized," a company must commit to several principles, including accurately labeling product as OEM. Straying from the strict definition of OEM and one risks losing authorization.

### 2) Which OEM?

Ask if the product you are purchasing is HP, Lexmark,

Xerox or another specific OEM, not just "OEM" in general. If the company names a specific OEM, this could be the real McCoy.

### 3) Low, low, low price. . .

If the price is too good to be true, it probably isn't the real deal.

We're aware of your concern that the term "OEM" gets overused and misrepresented in the marketplace. You can be sure that at Parts Now!, OEM means that every component within an assembly is sourced from the original manufacturer. If just a single component within a larger kit is OEM, we won't claim it as OEM.

Purchasing true OEM products from authorized distributors like Parts Now! brings additional value. Not only can you be sure your part is bona fide OEM, you can also get better access to OEM parts.

# HP & Lexmark: New Products and Trends

By Steve Geishirt



In October, HP and Lexmark released a number of new printers and MFPs. These releases are very telling about where the market is headed. Parts Now! shares our analysis so you can prepare to service these new introductions.

## HP Trends:

HP continued to follow the process of introducing a printer and upgrading it into an MFP device. This is helpful to them as it means fewer SKUs to put on the shelf and fewer parts to manufacture, i.e. reduced cost. This should equate with a cost savings

to all of us. Typically, the MFP falls into a “serviceable” price point.

HP also continued the trend of using series numbers to group the model numbers. A good example is the P4015 unit that HP introduced last February to replace the LJ 4250. This model is a part of the P4010 series which contains the P4014 and P4015 printers and their variations. If you had visited HP’s website looking for the P4015, you would have struggled to find it. Now HP’s goal is to direct a customer

to a group of units that fit their needs. A customer can compare the P4014 and P4015 on HP’s website and make a better decision. In other words, customers won’t miss the lower or higher end models within each series. You will find that the service manual is still for the series, not the model. So either way, you’ll still have to contend with knowing both the series and its corresponding models.

A new trend is a CSR or Customer Self Repair warranty service program where the customer replaces warranty





parts with various maintenance kits instead of having the technician do it. If a major component goes bad under the warranty, HP then replaces the whole unit. In the past year, we have seen HP introduce this approach to some business class printers that run from \$700 to \$2,999.

For example, in looking for the maintenance kit in the service manual, everything is now a kit, including the newly added 128M memory kit, duplex reverse guide kit, 500 sheet feeder replacement kit, control panel kit, and formatter kit. These are new to us in service. There is a listed preventative maintenance kit CE484A (110V) but, again, it contains only the fuser, and instructions since it is rated for the life of the printer. So there is a maintenance kit, but really no need for it. The standard supplies listed in

the service manual are the toner cartridges, toner collection unit (bottle) and fuser, but again no life counts anywhere. The maintenance chapter of the service manual shows you how to replace all the supplies except for the fuser. Thus the only standard replaceable parts on these units realistically are very limited. The rest are replaced as needed and often in the form of a service kit.

#### **HP New Products:**

The first of these units is the new **P2030 series** which contains the P2035 and P2035n model printers. They are rated at 30 ppm and list at \$250 on HP's website. The old rule of thumb has been that anything under \$500 really isn't serviceable, because if the price of service is half the price of the unit or better, the customer will buy a new one rather than repair the failing printer. Thus a \$250 unit is tough to service for only \$125 in parts and labor. You can replace the pickup rollers, separation pad, fuser and transfer roller but if a power supply dies, it's time to replace the unit. Over time HP sometimes produces an MFP version of the printer.

The good news is that the price point of this printer based MFP will likely be over the \$500 threshold, making the MFPs worth servicing.

Next we saw a low end color laser **CP1215** for \$299 and **CP1518ni** for \$399. At 12/8 ppm in monochrome and color, this is a lure for those customers who still haven't made the leap into color printing. The tradeoff becomes the lower the price of the unit, the higher the cost per page. The price of the four toner cartridges are: black at \$73.99 and three color cartridges at \$68.99 each. Assuming 5% coverage per color or 20% for a four color page — which is what HP has traditionally rated color coverage at — the cost per page of printing in color is 18¢ per page. And that's **just** toner. Contrast that with HP's business class CLJ 4600 unit, which is rated at only 8.5¢ per page.

Next is the **CP2020 series** which comes as a CP2025n at \$449, CP2025dn at \$499 and CP2025x at \$549. Note again how 2020 is the series number but the model numbers are different. The "x" stands for

“dtn” version or Duplex, extra Tray and Network connection standard. The CP2025 is right on that edge again of whether it’s serviceable or not. In this case, HP created an MFP version and that is at a price point worth servicing. The MFP version is the CM2320mfp. The CM in front of CM2320mfp stands for Color Multifunction. The CM2320n mfp lists for \$549, while the CM2330n mfp lists for \$649, CM2320xfi mfp for \$849. These units are rated at 21ppm in monochrome and in color.

Moving up the ladder, the business class

**CP3520 series** includes the

CP3525n at \$699, CP3525dn at \$899 and CP3525x at \$1,299. These are color business class printers rated at 30 ppm in color and black and white. The higher price point also gives us a lower cost per page (cpp) of 12.5¢ using the high yield 10,500 page black toner cartridge and 7,000 yield color toner cartridges. This is starting to come in line with a more realistic price of color printing. The

higher the cost of the unit, the lower the cost per page.

Following the “printer that becomes an MFP” theme is the **CM3530mfp series** which uses the CP3525, just discussed, as its print engine. The CM3530mfp uses the model number — CM3520mfp — and there is no series number like the others. The MFPs come in the following models: CM3530mfp at \$2,499 and the CM3530fs mfp at \$2,999. They run at 31 ppm in monochrome and color. Interestingly, the warranty requires the customer to call

HP in the event of a failure.

If it requires a basic fix, HP will send the customer the service kit with the

instruction on how to install it. If it’s a more complicated repair, HP will do an exchange with the customer. If the customer refuses to install the part themselves, a service tech can be called who will install it for them, but the customer will have to pay the labor charge.

#### **Lexmark Trends:**

Lexmark is wisely going along with the rest of the industry,

following the “if you make a printer, why not make it an MFP?” philosophy. Ironically, Lexmark was originally the leader who created this trend. They began with scanners that could attach to printers and convert them into MFPs. In time it became the standard for most products.

#### **Lexmark New Products:**

Lexmark introduced the new **T65x series** in October to replace the T64x series. The T65x series keeps up with the rest of the market in terms of speed. The T650n runs at 45ppm and lists at \$699. The T652 runs at 50 ppm and lists at \$799. Finally the T654 runs at 55 ppm and lists at \$1099. Lexmark is directly marketing against the HP P4015 line of printers in stating that the Lexmark units are quieter than HP’s models. (The new P4014, P4015 & P4515 running at 45, 52 and 62ppm respectively are known to be noisy mostly due to the high speeds.)

The X series of printers are commonly Lexmark’s MFP version. The X65x MFP series uses the T65x series print engine, using the addition of an attached scanner to make it an MFP. Since the

**“The higher price point also gives us a lower cost per page...”**

T65x series is at max a 55 ppm machine, they can easily modify the speeds for the printers, and the MFP versions via the firmware. The X651de lists at \$1,599 and runs at 45 ppm. The X652de MFP lists at \$1,700 and runs at 45 ppm. The X654de MFP lists at \$2,499 and runs at 55ppm. Last, the X656de MFP listing at \$2,749 runs at 55 ppm. The X658de MFP lists at \$3,799 and also runs at 55 ppm. The fact that Lexmark is using the same print engine is great for the service industry. You only need one fuser to service all of these. The only big difference between models is that the T650 has a 250 sheet tray and pickup assembly while all the others use 500 sheet versions.

Lexmark also added color printers and MFPs to their new products, expanding the C500 and C700 series lines. Both come in MFP versions.

### **So what do these new intros do to the market?**

We were pleasantly surprised that we **didn't** see price erosion when HP released the P4015, the replacement for the LJ 4250. We expected to see it come in a couple

hundred dollars less. But HP held their ground. However, it's one thing to demand it, it's another to have customers buy it at that price. General market data so far indicates it's starting to take over where the LJ 4250 left off but not quite as strongly. My guess is the economy is a strong part of this. Once the economy has picked up, we'll have a better feel for the success of this price point. However, I'm encouraged at this stage.

It's interesting to see how committed all the OEMs, not just HP and Lexmark, are to the MFP units. These are getting to price points where customers are trying them out and once they do a scan to email job, they're looking for another one. Want to sell a printer based MFP? Show a customer how to scan to email (color scan preferably which is pretty standard on business class units now) and you'll have them hooked.

And will the strategy of CSR (Customer Self Repair warranty service) succeed or not? Will the customer adopt the warranty repair or pay a service tech to install a warranty part? Or be frustrated

enough to buy another brand name next time? Will resellers and aggregators even sell these units knowing it's a one shot deal with little other revenue to be gained such as future maintenance kits? Time will tell how the market will respond and whether HP will continue along this path.



## **SERVICE TODAY**

### **EDITOR**

➤ Pam Olson

### **CONTRIBUTING WRITERS**

➤ Steve Geishirt ➤ Larry Nelson  
➤ Anna Schryver ➤ Jeremy Mueller  
➤ Jim Bethke

**Service Today is a Parts Now! publication with a mission to serve as a technical resource for printer repair technicians.**



## HP 4014/4015/4515 Series

Model Name	P4014	P4015n/P4015tn/P4015x	P4515N/P4515n/P4515x
Model Number	CB507A	CB509A/CB510A/CB511A	CB514A/CB515A/CB516A
Release Date	Feb 2008	Feb 2008	Feb 2008
Print Speed	45 ppm	52 ppm	62 ppm
Max DPI	1200x1200	1200x1200	1200x1200
Duty Cycle	175,000 pgs/month	225,000 pgs/month	275,000 pgs/month
Memory std/max	128MB/640MB	128MB/640MB	128MB/640MB
Fuser	CB506-67901		
Cassette Pickup Roller	RM1-0036 1 per tray		
Cassette Feed/Sep Roller	RM1-0037 2 per tray		
Tray 1 Roller Kit	CB506-67905 <i>Kit contains: pickup roller no. RL1-1641, Feed roller no. RL1-1663, separation roller no. RL1-165R</i>		
Transfer Roller	CB506-67903		
Maintenance Kit	CB388A <i>Kit contains: Fuser, Transfer roller, 8 Feed/Separation rollers</i>		
Toner Cartridge	CC364A 10,000 pgs all 3 printers CC364X 24,000 pages P4015/P4515 only		
Service Pin Numbers	P4014	05401408	
	P4015	05401508	
	P4515	05451508	

The PERFORM PRINTER MAINTENANCE message appears after printing 225,000 pages.  
To help ensure the optimum performance of the printer, replace certain parts when this message appears.

### How to reset the maintenance kit message:

1. Turn the product power off and then on.
2. When XXX MB appears on the display, press and hold down the OK button until all three display lights flash once and then remain on. This might take up to 10 seconds.
3. Release the OK button and press the up arrow to scroll to NEW MAINTENANCE KIT.
4. Press OK to reset the maintenance kit counter.

### Here are a few key differences between this model and the 42XX/43XX series, which it replaces:

- The new series has no swing plate assembly.
- There are 3 motors: a drum drive motor, main drive motor and fuser motor.
- The Tray 1 pick-up uses 3 rollers (pick up, feed, separation) instead of a pick up roller separation pad.

## CONTACT US



**We're eager to answer your questions, provide the information you're looking for and hear your comments on how we're doing.**

<b>General</b>	800.886.6688	<a href="mailto:sales@partsnow.com">sales@partsnow.com</a>
<b>The Now! Team</b>	800.886.6688, ext 4100	<a href="mailto:nowteam@partsnow.com">nowteam@partsnow.com</a>
<b>Technical Support</b>	800.886.6688, ext 1523	<a href="mailto:tsupport@partsnow.com">tsupport@partsnow.com</a>
<b>Training</b>	800.886.6688, ext 1126	<a href="mailto:training@partsnow.com">training@partsnow.com</a>
<b>Managed Print Solutions</b>	800.886.6688, ext 1127	<a href="mailto:mps@partsnow.com">mps@partsnow.com</a>
<b>Core Buy Back</b>		<a href="mailto:cores@partsnow.com">cores@partsnow.com</a>
<b>Canada Sales</b>	877.246.2133, ext 1362	<a href="mailto:canadasales@partsnow.com">canadasales@partsnow.com</a>

### **US Headquarters**

Parts Now!  
3150 Pleasant View Road  
Middleton, WI 53562  
Local: 608.203.1500  
Toll-free: 800.886.6688  
Fax: 608.203.1460

### **Canada**

Parts Now! Canada  
32 Richelieu  
Lacolle, Quebec JOJ1J0  
Local: 450.246.2133  
Toll-free: 877.246.2133  
Fax: 450.246.2133



# PARTS NOW! POLICY

## PARTS NOW! WARRANTY AND RETURN POLICIES

### WARRANTY POLICY

#### NEW PRODUCT

This includes OEM's Equivalent to New (ETN) remanufactured product that has been rigorously tested by the OEM to perform at the same performance levels as a new OEM product. These products are sold by the OEMs as new product to Parts Now! LLC.

Warranty: OEM only. Not warranted by Parts Now! LLC

#### OEM FACTORY REFURBISHED PRODUCT

Warranty: OEM only. Not warranted by Parts Now! LLC

#### PARTS NOW! REFURBISHED PRODUCT

The Parts Now! LLC Warranty does not apply to defects resulting from: (1) inadequate or improper maintenance; (2) unauthorized modification or misuse; (3) usage outside of the environmental specifications of the part or product; or (4) improper site preparation and maintenance.

##### • Parts

1. Refurbished SX, LX, EX, EX+, 4019 and 4029 engine fusing assemblies and maintenance kits  
Warranty: Twelve (12) months

2. All other refurbished parts  
Warranty: Six (6) months

##### • Used Printers

1. As-is  
Warranty: Guaranteed only to work upon arrival to the customer  
*We will repair or replace solely at our discretion.*
2. Refurbished  
Warranty: 90 days  
*We will replace or repair, at our discretion, the part or parts that fail during the warranty period. This is a limited warranty and does not cover cosmetic blemishes, scratches, and color defects.*

#### PARTS NOW! PNO PRODUCT

Warranty: OEM only. Not warranted by Parts Now! LLC

### DISCLAIMER OF WARRANTIES

THE ABOVE EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, ARE HEREBY DISCLAIMED, INCLUDING WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND TITLE, AND ANY IMPLIED WARRANTY AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE PROGRAM PROPERTY OR AGAINST INFRINGEMENT. YOU ACKNOWLEDGE THAT NO EMPLOYEE OF PARTS NOW! LLC OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY REPRESENTATIONS OR WARRANTY NOT IN THIS AGREEMENT.

### RESPONSIBILITY FOR DAMAGE

- We are not responsible for damages incurred in transit as our shipping terms are FOB from our dock. The shipping carrier is responsible for such damage.
- We do not issue Return Merchandise Authorization (RMA) numbers for products damaged due to shipping. We will place a new order for the customer while the carrier is processing the customer's claim. At such time as the claim is resolved and payment is made, the customer will be credited.

### RETURN POLICY

#### EXCHANGES

##### 1. Requirements

Product exchanges must:

- a) Be repairable (no alterations or physical damage)
- b) Have a valid Return Merchandise Authorization (RMA) number
- c) Be an exact equivalent of the product that we are sending to you
- d) Be received by us prior to the RMA expiration date
- e) Return shipping is the responsibility of the customer.

##### 2. Return Process

When we receive the product for exchange, we will inspect it to confirm that the product is correct and eligible for return. If the product is not eligible for exchange, we will then notify you with an explanation and return the product at your expense or dispose of the product at your direction.

##### 3. Reimbursement

###### • Pre-credited advanced exchange

Upon inspection and acceptance of the exchange product, the open RMA will be closed. If the exchange product is not accepted, open account customers will have a core charge billed to their account. For customers who have an advance core credit authorization on file, the core charge will be placed on the credit card on file.

###### • Other advance exchanges

Upon inspection and acceptance of the exchange product, we will, in our determination, credit the account of an open account customer, send a refund check or issue a credit to a credit card account of a non-open account customer.

### WARRANTY RETURNS

##### 1. Requirements

Product being returned to us due to defect or our error must be returned with:

- a) A valid RMA number
- b) A copy of the original invoice
- c) ALL original packaging (if new)
- d) The reason for return

##### 2. Return Process

When we receive the product for warranty, we will inspect it to confirm that the product is correct and eligible for a warranty claim. If the product does not qualify under our warranty policy, we will then notify you with an explanation and return the product at your expense or dispose of the product at your direction.

##### 3. Reimbursement

We will, at our discretion, select one of the following options:

- a) Replace the product
- b) Repair the product
- c) Credit you for the invoiced amount of the product (if the product is not replaceable due to lack of inventory). Return shipping is the responsibility of the customer.

### OTHER RETURNS

##### 1. Requirements

Manuals, printheads, consumables, and special order items are not returnable. We will only accept for return product involving our error. Product returns must:

- a) Be returned unused within 30 days of purchase date
- b) Have a valid RMA number
- c) Be received by us prior to the RMA expiration date
- d) Have ALL original packaging (if new)
- e) Return shipping is the responsibility of the customer.

##### 2. Return Process

When we receive the return product, we will inspect it to confirm that the product is correct and eligible for return. If the product is not eligible for return, we will then notify you with an explanation and return the product at your expense or dispose of the product at your direction.

##### 3. Reimbursement

All product returns by customers, except for those resulting from our error, may be subject to a restocking fee of 20%. Upon inspection and acceptance of the returned product, we will, at our discretion, credit the account of the open account customer, send a refund check or issue a credit to a credit card account of a non-open account customer.

### RMA PROCEDURE

Our sales representative will assign an RMA number to you. It is your responsibility to put this number on the outside and inside of your returned product package to insure adequate customer/product identification. Product returned to us without valid RMA number identification will be refused by us. RMA numbers are valid for 30 calendar days from the date issued.

RMA Return address: Parts Now!  
3150 Pleasant View Road  
Middleton, WI 53562





## ONLINE TRAINING SCHEDULE

Introduction to Printer Network Cards

Image Formation for HP Printers

Color Theory and Process

HP Color LaserJet 4600/4650\*\*

Lexmark T Series\*

HP LaserJet 4100/4050/4000\*

HP LaserJet 4200/4250/4300/4350\*

HP LaserJet 8150/8100/8000/5Si\*

HP LaserJet 4345mfp\*

HP LaserJet 2100/2200/2300\*

MFP Fundamentals\*

\*The Image Formation course is a prerequisite for all monochrome printer training courses.

\*\*Color Theory & Process is a prerequisite for all color printer training courses.

## HANDS-ON COURSES (MIDDLETON, WI)

### FEBRUARY SCHEDULE (HANDS-ON COURSES)

Monday, February 23rd

Printer Fundamentals for IT,  
TR-PRINT FUND #1

Tuesday, February 24th

HP LJ P3005/LJ 2400 Series,  
TR-P3005 #1

Wednesday, February 25th

HP LJ M3027/3035mfp Series,  
TR-M3027/3035mfp #1

Thursday, February 26th

HP CLJ 4700/CP4005 Series,  
TR-4700 #1

Friday, February 27th

Design Fundamentals TR-DESIGNJET #1

### MARCH SCHEDULE (ADVANCED COURSES)

Thursday, March 5th

Advanced Level Monochrome  
TR-ADV MONO #1

Friday, March 6th

Advanced Level Color  
TR-ADV COLOR #1

Training courses will be held at our training facility in WI. Further information on course details, area hotels, and directions to the training site can be found at [www.partsnow.com](http://www.partsnow.com) in the Technical Resources section or by calling (800) 886-6688. Visit <http://videotraining.partsnow.com> for more details and for your free trial!

PRSRT STD

U.S. Postage

PAID

Madison, WI

Permit No. 367



JANUARY/FEBRUARY 2009, VOL. 17, NUMBER 12

### HEADQUARTERS:

3150 Pleasant View Road, Middleton, WI 53562

(608) 203-1500 • (800) 886-6688 • Fax: (608) 203-1460

[www.partsnow.com](http://www.partsnow.com)

SOUTHEAST BRANCH: (800) 886-6688 • Fax: (954) 938-7256

1901 W. Cypress Creek Rd. Ft. Lauderdale, FL 33309

WEST COAST DC : (800) 886-6688 • Fax: (510) 785-9611

21053 Alexander Court, Unit B Hayward, CA 94545

CANADA OFFICE: (877) 246-2133 • Fax: (450) 246-2102

32 rue Richelieu Lacolle, QC JOJ 1JO Canada